

**Focus Group Facilitator Script – Emergency Medicine Symposium  
Lagos University Teaching Hospital  
Saturday, February 29, 2020**

**Facilitator:** Good morning / afternoon everyone. I want to first introduce myself and my assistant. We are facilitating a focus group discussion on the topic of Nigeria's current emergency care system. Before moving forward, I want to make sure that you are all aware that your participation in this focus group is **VOLUNTARY**. By no means is it compulsory. And at any time, you are free to leave, although I hope you will stay to complete the focus group in its entirety. Please state a verbal "YES" indicating your consent to participate in this focus group discussion.

**Participants:** YES

**Section 1**

**Q1:** I'd like to start the discussion by asking, what is a medical emergency?

**Facilitator:** Thank you for your ideas. A medical emergency is any life-threatening condition requiring rapid, immediate care. And according to the World Health Organization, an **emergency care system** is a health system that can effectively manage emergencies, such as acute illnesses and injuries and essentially save lives.

**Q2:** What are your thoughts about Nigeria's emergency care system?

**Q3:** By a show of hands, how many of you have witnessed an emergency in the past? Ok, so \_\_\_ out of \_\_\_.

**Q4:** How many of you have witnessed more than 3? Ok, so \_\_\_ out of \_\_\_.

**Q5:** By a show of hands – who would help someone during an emergency? Ok so \_\_\_ out of \_\_\_ would help someone during a medical emergency.

**Q6:** By a show of hands – who has helped someone during an emergency? Ok so \_\_\_ out of \_\_\_ have helped someone during an emergency.

**Q6 Follow Up:** Did you feel comfortable or prepared helping someone during an emergency? Please elaborate

**Q7:** Why would you help, or why would you not help, someone having an emergency?

**Q8:** If you said that you have or would help during an emergency – how would you help?

**Q9:** What do you think could make you and other people more likely to help?

**Q10:** Would anyone like to tell me about any emergencies that you have witnessed or experienced in the past (emergency examples include breathing problems, chest pain, trauma, birth complications). Elaborate, if you can, on how the emergencies were managed. What was done well. And what was not done well.

**Q10 Elaboration / Follow-Up Probes:**

☐ What type of medical emergency was it?

- ☐ Was someone at the incident able to assist? Who? (Policeman, layperson?)
- ☐ If there was someone at the incident to assist, what did that person do to help?
- ☐ Did you/the casualty need transport to a health facility for emergency care?
- ☐ How long did you/the casualty wait for transport? What transport was available?
- ☐ How long did it take to reach the facility?
- ☐ Did you encounter any challenges when trying to obtain emergency care?

*Allow as many people volunteer to describe their medical emergency, and probe only with the above points if they have not already covered them. After each person's sharing make sure to thank them and acknowledge that their contribution is very valuable though it may be tragic or emotional.*

**Facilitator:** Thank you all for sharing your experiences so far. The types of emergencies you have mentioned include .... (list a summary of what they have shared burns, motor vehicle accidents.....)

## Section 2

**Q11:** Tell me about pre-hospital care (for instance ambulance, EMS, disaster preparedness) in Nigeria.

**Q12:** Tell me about the hospitals / health facilities in Nigeria

**Q13:** What are the barriers or challenges that you encounter when you are trying to access emergency care?

### **Q13 Elaboration / Follow-Up Probes:**

- ☐ Where do you seek care for a medical emergency?
- ☐ Do you encounter any significant delays when trying to receive care for a medical emergency? What are they?
- ☐ How available is emergency care at your facility?

**Q14:** What are the factors that make it easier for you to access emergency care?

**Q15:** Thinking back to your experiences, what factors have made it easier to access emergency care?

**Q16:** What changes could you recommend to improve access to emergency care?

**Q17:** If you had the choice, where would you choose to seek care for an emergency (for instance, in Nigeria or abroad? Private versus Federal hospitals?)

## Section 3

**Q18:** Is there anything else that anyone would like to add that we have not already discussed? Or that they would like to elaborate on from what we've previously discussed?

**Facilitator:** Thank you so much for coming and sharing your experiences, thoughts, and opinions with us. Some of the experiences you have described involved death and tragedy.

You have provided us with valuable information that will be used to improve the emergency care system of Nigeria.